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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Docket No. AUS920010776US1

Date: 8/17/01

1046 U.S. PTO 09/931991 08/17/01

Assistant Commissioner for Patents Washington, D.C. 20231

Sir:

Transmitted herewith for filing is the patent application of Inventor(s): MICHAEL W. BROWN, DAVID R. CHENG, WING-YING S. LEUNG, FOLU OKUNSEINDE, MICHAEL A. PAOLINI, SEEMA SHETH-VOSS

For: HOLD QUEUE MANAGEMENT

ASSIGNEE NAME: INTERNATIONAL BUSINESS MACHINES CORPORATION ASSIGNEE RESIDENCE: ARMONK, NEW YORK

Enclosed are also:

 \underline{X} , 3 Pages of Specification including an Abstract

Y 2 Pages of Claims Y 2 Sheet(s) of Drawings

A Declaration and Power of Attorney

Form PTO 1595 and assignment of the invention to IBM Corporation

CLAIMS AS FILED

FOR	Number Filed		Numbe Extra	r	Rate		Basic Fee (\$710)
Total Claims	17	-20=		X	\$ 18	=	\$
Independent Claims	5	3 =	2	X	\$ 80	=	160 \$
Multiple Dependent Claims	0			X	\$270	=	\$
			-3-18-8	Total Filing Fee			870 S

X Please charge \$870. to IBM Corporation, Deposit Account No. 09-0451.

The Commissioner is hereby authorized to charge payment of the following fees associated with the communication or credit any over payment to IBM Corporation, Deposit Account No. 09-0451. A duplicate copy of this sheet is enclosed.

 \underline{X} Any additional filing fees required under 37CFR § 1.16.

X Any patent application processing fees under 37CFR § 1.17.

Respectfully,

dynthia S. Byrd Reg. No. 39,365

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